-2-

Steven M. Bennett
Appl. No. 09/675,907

Amendment to the Specification

1.   Please amend the paragraph on page 16, line 22, which begins with "Thus, based on user-specific contextual information, ..." as follows:

Thus, based on user-specific contextual information, environmental information, the sensitivity of the information being communicated to the user, and/or the priority level assigned to the information being communicated to the user, the speech module **212** changes the structure of the voice user interface by: eliminating authentication steps; eliminating non-relevant call-flow steps for items in the top database table **216**; changing the voice user interface from passively responding to a user's request to proactively alerting the user to information assigned a high priority level; and changing the order in which information is delivered, even across information types (for example, interleaving email, calendar and stock information) without forcing the user to navigate a series of menus to reach these heterogeneous pieces of information.